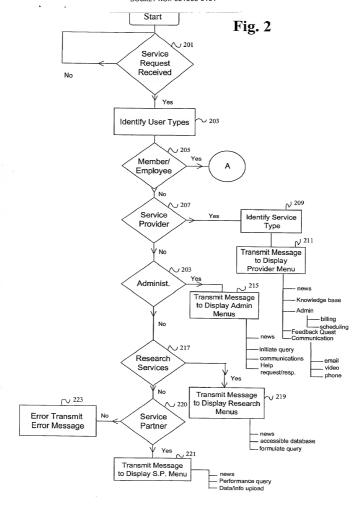


Figure 1

Title: METHOD AND APPARATUS FOR PROVIDING PERSONALIZED SERVICES Inventor(s); John C. COFANO et al. DOCKET NO.: 051960-0101



303 301 First Transmit Service Questionnaire Log-on Yes ΛNo Complete /No Yes 305 307 Transmit Message To Display Service Selection Menu No 313 309 311 Yes Transmit error Time Out Message Response Yes 315 Transmit Error No Authorized Message Service Selected 317 Yes ,317 Display Menu For Selected Service Health Finance Buying Travel Care

Service

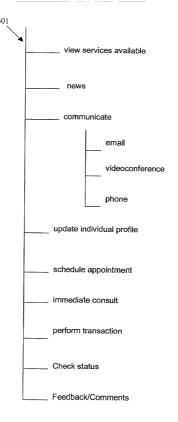
Service

Service

Service, etc

Fig. 3

Fig. 4



Title: METHOD AND APPARATUS FOR PROVIDING PERSONALIZED SERVICES Inventor(s): John C. COFANO et al. DOCKET NO.: 051960-0101

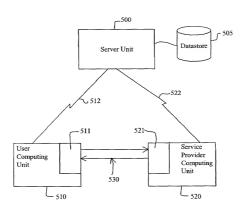


Figure 5



Michael Cochran Employee # 3254097





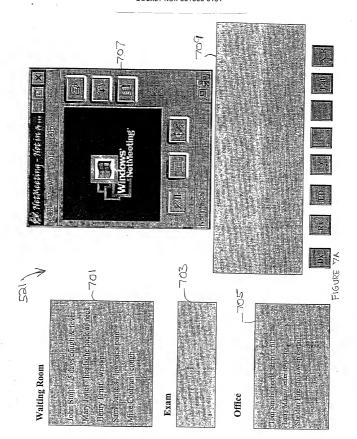


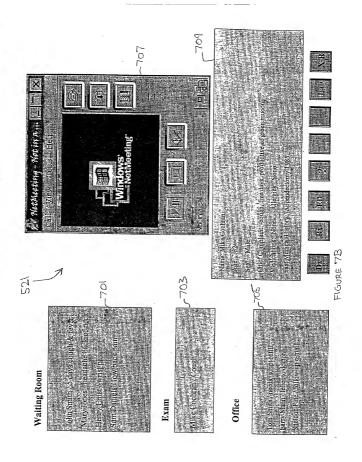






Title: METHOD AND APPARATUS FOR PROVIDING PERSONALIZED SERVICES Inventor(s): John C. COFANO et al. DOCKET NO.: 051960-0101





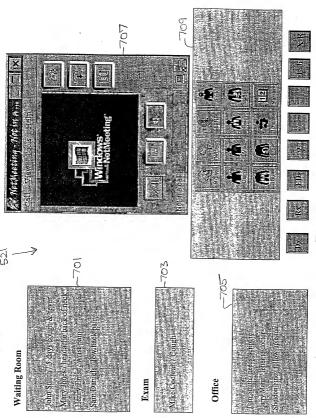
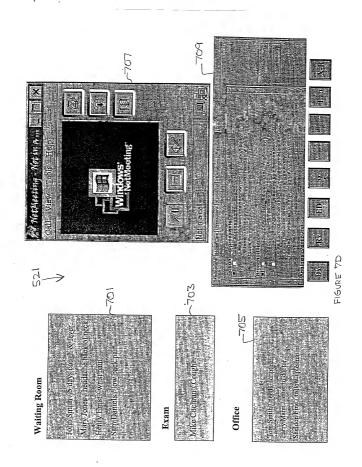


FIGURE 7C



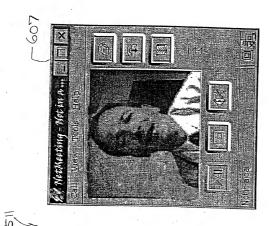
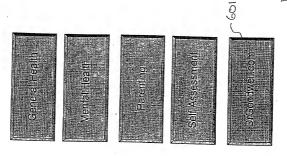
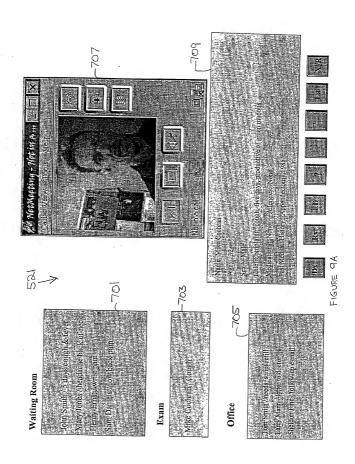
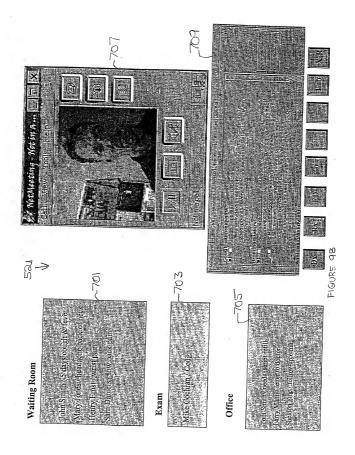


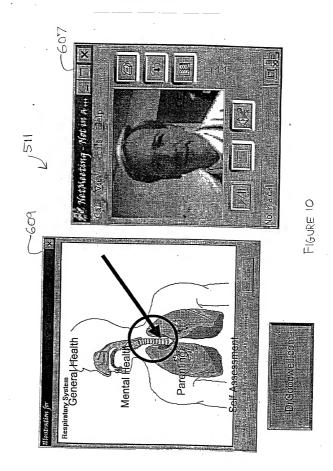
FIGURE 8





Title: METHOD AND APPARATUS FOR PROVIDING PERSONALIZED SERVICES Inventor(s): John C. COFANO et al. DOCKET NO.: 051960-0101





You may be given medicine to help quiet your cough, especially if it is keeping you awake at Dr. William Edward Crounse MD Bronchilfs is usually caused by a virus, a type of germ, and begins as a cold in the nose or throat. Sometimes you may also have an infection caused by a bacteria, another type of You will have a harsh cough. Your cough usually starts out dry but eventually you begin to cough up philegm. You may have a fever and feel tired. You may feel discomfort, burning, or Your cough may last for weeks. Bronchilis usually goes away without leaving any permanent damage. You may return to work or school once your fever is gone and you feel Bronchills is an infarmmation or initation of the lung's always. These always are the trachea, or windpipe, and its large branch tubes, the bronch!. Acute bronchilis comes on Since most of the time acute bronchitts is due to a virus, we usually do not use antibiotic medicines. Treatment is almed at relieving your symptoms to let your air passages heal. phiegm is easier to cough up. Rest helps your body heal. You may be given medicine to night. If you are wheezing, we may give you medicines for that. Drink plenty of fluids so If you smoke, avoid it If you can, or at least cut back. Finish ail aniibiotic medicines pressure in your chest. You may wheeze or feel uncomfortable breathing. 00 0% reat a bacterial infection if that is a factor. strong enough for your usual activities. Instructions for Mike Cochran prescribed. suddenly. germ. What are the symptoms? Acute bronchitis What is the cause? What can I expect? How is it treated? What to watch for. 100% What is it?

FIGURE 11 A



Acute branchitis Dr. William Edward Crounse MD Instructions for Mike Cochran

Medications

acetaminophen 325 mg tablets;

Take 1-2 every 4-6 hours as needed.

buprofen (Advil), naproxen (Aleve), or aspirin with acetaminophen over a long period of time can cause kidney damage. Take stiffness, and swelling). Many prescription and non-prescription drugs contain acetaminophen. Check how much they Acetaminophen (analgesic and anti-pyretic) is used to treat pain and fever. It does not relieve Inflammation (redness, contain so you do not take too much. Drinking alcohol while taking acetaminophen can cause liver damage. Taking

codeine/guaifenesin 10/100 mg/5cc syrup: Take 1 teaspoonful 3-4 times daily as needed

Codelne!guarlenesin (a cough suppressant/expectorant) is used to treat cough in colds, influenza, and hay fever. It loosens mucus in the lungs so it can be coughed up. It decreases coughing. Codelne is a narcolic. It can be addicting, it may cause dizziness, drowsiness, nausea, and constipation. Take with a full glass of water. Take with food.

erythromycin base 333 mg tablets:

Take 1 three times daily. 10 days

Erphromogic for analisolet) is used to traet infection. It kills bacteria. Call us if you have severe naussa, vorniting, darrhea, sformach remps, absolunited inthy wildine skill on year, clide turning on pale stools. Do not take enghromych with Sedidane or Arthur and Laboratina Take with sulf gases of weller. Take with or without food.

General Medication Warnings

Allergic reactions to a medicine may cause lightness in the throat or chest, difficulty swallowing, rapid heart beat, feeling faint, and skin rastı. Call us or 911 rigit away if this happens. If you believe your medicine is making you sick, call us before taking more. Do not stop taking your medicines before checking with us.

share your medicine with others. Do not take any medicine after it is too old (look at the expiration date on the label). Keep Take your medicine at the same times each day, unless you only take it as needed. If you miss a dose, take it as soon as you remember. If it is almost time for your next dose, do not take two doses at once unless otherwise directed. Do not medicines in original containers in a dry place. Keep all medicines away from children. Don't drive until you learn how tins medicine affects you. Do not work ar ound dangerous machinery. Do not climb ladders or work in high places. Danger increases if you drink alcohol or take medicine affecting alertness and reflexes.

FIGURE IIB We may have prescribed this medicine for some other reason than stated in the patient Information.

Instructions for Mike Cochran %00

Acute bronchitis

Dr. William Edward Crounse MD

Wheezing is a type of difficult breathing. Having a wheeze can feel a little like trying to breathe through a straw. Breathing is You have pain in the chest that gets worse with deep breathing or coughing. Breathing starts to have a wheeze or whistling sound. usually nolsy. There may be a cough, The cough is not gone in 2 weeks.

Home Care Instructions

Drink at least 4 glasses of water or juice a day.

Use a cool mist humidifier in the room.

Do not use boiling water or hot steam. These can cause accidental burns. Do not add any medication to the water

You may stowyl resume your normal level of achivily once you fee belief. Listen by our obey. Let it be your galor You may a Listen by our galor. You might acknow the see Listen by our galor. You might acknow your eneagy. Avoid becoming boo thee, of sing back to your lexial achiviles too quickly could islow your recovery.

Coughing is one way the looky gets rid of mucus and infection from the lungs. If your cough is not disturbing your steep or activities, allow yourself to cough. However, sleep is Important for your recovery. Use a cough suppressant if necessary for steep. Use a cough medicine to help you get adequate rest.

Follow-up Appointments

Make an appointment with Dr. William Edward Crounse MD if you are not better.

FIGURE 11C

17 Protein from 19 19 19 19 19 19 19 19 19 19 19 19 19	plionity) for: Created with The PAVIENT ED® System 3.00.473	enythromycin base 333 mg tables Amount: 30 Duration: 10 days Refine; in the second in	Substitutions permitted	FIG. 12
I Patente Proceeding	Prescription(s) for:	erythro Amount Refuls; C Instruct Take 11	Substitu	